



## **Australia Amazon Inbound Supply Chain Preparation Manual**

Use this link to download the latest version <https://bit.ly/2uYRntb>

Last Updated: 30 June 2020

Please share any open questions you may have after reviewing this document so we can be sure to address your preparation needs: [bit.ly/2w7kzmT](https://bit.ly/2w7kzmT)



## Table of Contents

1.	Introduction and Scope .....	3
1.1.	Overview of the Manual.....	3
1.2.	A Note on Amazon's Culture of Automation .....	3
1.3.	Vendor Quick Guide.....	4
2	Individual Product Packaging and Labeling.....	6
2.1	Getting Individual Product in a Ready to Ship State.....	6
2.2	Frustration Free Packaging (FFP) and Ships in Own Container (SIOC) .....	7
2.3	Individual Product Labeling.....	7
2.4	Labeling for Multi-packs (inners and masters) .....	8
3	Accepting and Confirming Purchase Orders .....	8
3.1	Anatomy of a PO .....	9
3.1.1	Delivery Windows .....	9
3.1.2	Backordering .....	9
3.1.3	Auto-Cancellation Policy .....	9
3.2	Acknowledgement Options.....	10
3.2.1	Confirming a PO via Vendor Central.....	11
3.2.2	Confirming a PO via EDI .....	11
4	Shipment Preparation - Carton Packaging and Labeling.....	12
4.1	Carton Packaging .....	12
4.2	Carton Labeling – General .....	14
4.3	Carton Labeling – AMZNCC (Amazon Vendor Central-generated).....	15
4.4	Carton Labeling – SSCC (EDI Vendor-generated).....	17
4.5	Warning Labels on Cartons .....	18
5	Shipment Preparation – Loading and Pallet Building .....	19
5.1	Pallet Building Requirements .....	19
5.2	Pallet Labels.....	20
5.3	Pallet Pooling.....	21
5.4	Loading Shipments.....	22
6	Delivery Scheduling and Shipment Execution .....	22
6.1	Creating a Compliant Bill of Lading (BOL) .....	23
6.2	Sending an Advance Shipment Notification (ASN) .....	24
6.2.1	Sending an ASN via EDI856/DESADV message .....	25
6.3	Requesting a Delivery Appointment via Carrier Central .....	26
7	Exchanging Data with Amazon via EDI .....	29
8	Focus Areas for Amazon Compliance/Metrics.....	31
9	Appendix 31	
9.1	Label Printing Requirements .....	31
9.2	Amazon Acronyms and Glossary of Terms .....	32
9.3	EDI PO Acknowledgement Codes .....	33
10	Frequently Asked Questions (FAQ).....	35



## 1. Introduction and Scope

### 1.1. Overview of the Manual

The goal of this document series is to provide you, our vendors, with an introduction to Amazon fulfillment in Australia. The chart below is an outline of topics we feel will bring you up-to-speed as quickly as possible:

Topic	Status
Vendor account setup and management	Vendor Central <a href="#">Getting Started Guide</a>
New product setup and catalog management	Vendor Central <a href="#">Getting Started Guide</a>
<b>Product packaging and labeling</b>	<b>This guide</b>
<b>PO acknowledgement</b>	<b>This guide</b>
<b>Shipment preparation and carton labeling</b>	<b>This guide</b>
<b>Delivery scheduling and shipment execution</b>	<b>This guide</b>
<b>Electronic Data Interchange</b>	<b>This guide</b>
Delivery appointment scheduling	Carrier Manual: <a href="https://bit.ly/2xJA0kW">https://bit.ly/2xJA0kW</a>

Please scan the contents of this guide and share with relevant individuals at your company. We will continue to release more information on doing business with Amazon and will culminate with a single document outlining all of the topics listed above. **Please continue to use the following link to download the latest version, as we will make updates when more content is available: <https://bit.ly/2uYRntb>**

Before you receive your first Purchase Order, please ensure you pay special attention to the following areas which may affect your current fulfillment processes:

- Read the quick overview section to familiarise yourself with the overall PO process prior to gaining more detail.
- Section 2: **Individual Product Packaging and Labeling** - Our e-commerce product packaging requirements may differ from those of your other customers, and may require some adjustments to your packing or upstream processes.
- Section 4: **Shipment Preparation - Carton Packaging and Labeling** – We require labels on every carton with a compliant barcode that links to each unique carton's virtual data. While this requirement is not unique to the industry, this process is very important to accurately receiving your products.

### 1.2. A Note on Amazon's Culture of Automation

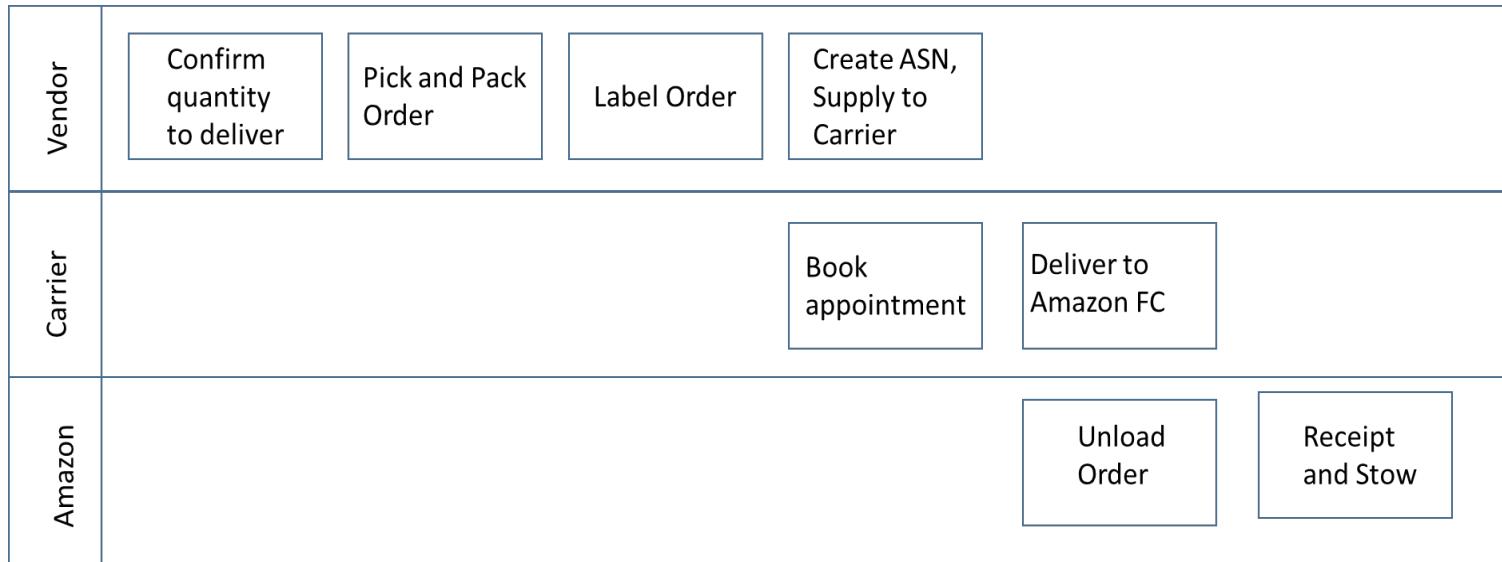
To excel with Amazon, it helps to understand that two core competencies of our operations are automation and optimization. Amazon has a highly-automated retail fulfillment network based on optimization of accurate and accessible data. All decisions from inventory procurement, movement, placement, promotion, and more are executed by algorithms fed by real-time data. All this optimization enables Amazon to delight customers in the most cost-effective manner available. Such automation is only successful when we have accurate and timely data available from all stakeholders in our supply chain. To ensure we are able to accurately and efficiently receive your products, move them throughout our network, and match them to your invoices, please ensure that data accuracy is a top priority when working with our systems. Lastly, Amazon has a strong culture of **self-service**. Vendor Central is the main tool for interacting with us, from submitting issues and questions, to finding documentation on our processes and systems, to performing a wide variety of transactions. We are continuously improving this platform to make it more powerful and easier to use. The *Getting Started Guide* link available in this document is a great way to start becoming a Vendor Central expert.



### 1.3. Vendor Quick Guide

**Overview:** The Vendor Quick Notes provide a high-level overview of Amazon's shipment and preparation requirements. Refer to the detailed sections following the Vendor Quick Notes for more information about each requirement.

**Process Flow Map:** The following process flow map outlines the primary actions required by a vendor to ship with Amazon. Further explanation follows the flow map and the main part of the manual contains additional detail.



#### Confirm Purchase Order

POs are required to be confirmed, i.e., accept, reject, or backorder (if allowed) within one day of the order date. It is acceptable for vendors to edit PO confirmation information up to two days after the order date or 14 days before the ASN Ship Date, whichever is later. Accepted PO items are expected to ship or arrive at Amazon within the specified delivery window that is defined in the PO. Unconfirmed and un-delivered POs will auto-cancel. Timing varies by business unit.

#### Delivery Window

Your carrier must request an appointment date in Carrier Central that falls within the delivery window.

#### Package Inventory - Item/Carton/Pallet Set-up Item Packaging

Amazon expects that each sellable item is contained within packaging that will prevent damage during Amazon transport and storage.

#### Carton Packaging

Carton specifications must be within these acceptable limits:

Specification	Minimum	Maximum
Carton Dimensions	15cm x 10cm x 2.5cm	63cm (unless individual product is >63cm)
Carton Weight	400 gm	22.7 kg*
Number of POs per carton	1	5
Number of units per carton	1	100



## Pallet Set-up

Pallet specifications must be in accordance with these requirements:

Specification	Requirement
Pallet Dimensions	1165 mm x 1165 mm
Pallet Weight	680.4 kg
Number of POs per pallet	Unlimited

## General Labelling Requirements

Use a thermal transfer or laser printer. Do not use inkjet printers. Most labelling errors are caused by dirty printer heads. We recommend testing, cleaning, or replacing printer heads on a regular basis. Amazon reserves the right to dispose of or liquidate mislabelled units if the owner is unknown or re-label a product at the vendor's expense.

## Item Labeling Requirements

Ensure that each shippable/sellable unit has one product identification number (UPC, ISBN, EAN, ASIN etc.) that is barcoded, as well as printed numerically on an easily-visible and scannable part of the exterior of the item. If you are using inner cartons to help contain sellable units, do not place ASIN/UPC labels on these cartons. Otherwise, your inner cartons will be received as one sellable unit.

## Carton Labelling Requirements

Every carton must have a carton label. The compliant carton label types are listed below:

- SSCC (for EDI enabled vendors)
- AMZNCC (for non-EDI vendors only)

Do NOT place carton labels over a seam or near the corners of a carton as they may be crushed or collapsed while in transit.

## Pallet Labeling Requirements

Every pallet must have a pallet label that includes a Pallet count, SKU# (for single SKU pallets) or "Mixed SKU" identification, and PO number(s). The BOL (Consignment number) is also recommended. Pallet labels must be placed squarely (not at an angle) on both fork lift entry sides of the pallet. These labels must also be placed outside of the plastic wrap. For single ASIN pallets, SSCC labels can also be used at the pallet level. However, each carton still requires a carton label.

## Prepare and Ship Products

Vendors are required to provide a consignment number with the ASN. This should be provided by the Carrier on confirming pick up and entered into the "Your shipment reference #" field on the ASN screen in Vendor Central. If this step is not done your ASN will not flow through to Amazon unless you provide an SSCC compliant licence plate (LP) label. In a carton, do not mix items requiring Amazon to perform "prep" with items that do not require "prep". Palletise all shipments as much as possible to ensure deliveries are not rejected at the Amazon dock.

## Submit an Advanced Shipment Notification (ASN)

An ASN is a virtual notification message to communicate information about a shipment prior to delivery. Vendors are required to submit ASNs for all shipments, regardless of size or freight payment terms. ASNs must be submitted 6 hours prior to the carrier appointment time at the Amazon destination FC. ASNs can be submitted via either Vendor Central or EDI depending on the label type. ASNs cannot be deleted /cancelled but they can be edited for 7 days from submission date or until the corresponding shipment arrives at our FCs (whichever is sooner).



## 2 Individual Product Packaging and Labeling

### 2.1 Getting Individual Product in a Ready to Ship State

The fulfilment model for “e-commerce” differs markedly from a traditional “brick and mortar” retail model. In a traditional setting, customers take product off the shelf and transport that purchased product to their home, effectively taking responsibility for damage that occurs past checkout. In the e-commerce channel, however, product must be delivered to the customer’s doorstep safely and without damage. To maintain customer delight and fantastic delivery speeds, Amazon requires that product be ready to drop into an outbound shipment package before it is stowed in our FC. Therefore, you will hear us say that product must be shipped to Amazon in a ready-to-ship manner and has the required “prep” performed before going to stow. That is, shipped to us in Prep Free Packaging (PFP).

Amazon uses the term “prep” to describe any activity that needs to be performed to ensure product can be safely transported to customers at a parcel shipment level. We require vendors to deliver product fully prepped if prep is required. When product is delivered without the necessary prep performed, Amazon will sideline that product to perform the necessary prep before receiving the product. For example, if a pallet of shampoo bottles arrive at our FC without bagging and proper seals, Amazon will sideline that product to be bagged before receiving and stowing that product. Because Amazon orders in optimized quantities based on customer demand, this prep delay could cause customers to see a product page without a fast shipping promise or even an “Out of Stock” message until the prep has been completed.

The following interactive training material and short video segments explain our prep requirements in more detail. *Please note that these videos have not been localized for Australia, but the requirements are the same*

- [Understanding Item Prep](#) *(This content may take a little while to load)*
- [Packaging Apparel & Textiles](#)
- [Packaging Fragile Products](#)
- [Packaging Liquid Products](#)
- [Packaging Loose Products](#)
- [Packaging Small Products](#)
- [Packaging Sold as Set](#)
- [Products with Expiration Dates](#)

2.1.1 In general, Amazon requires vendors to comply with all applicable Federal and Local laws, rules, regulations, ordinances, and directives with respect to product packaging materials and consumer safety warnings. Vendors should direct any related questions to their legal counsel.

For example, a common instance of consumer safety non-compliance is the lack of labeling on flexible plastic bags. Per Australian law, flexible plastic bags that have a nominal thickness 0.038mm or greater and without perforations need a legible cautionary label similar to the following: **WARNING: TO AVOID SUFFOCATION AND DANGER TO BABIES AND CHILDREN, DISPOSE OF THIS BAG IMMEDIATELY**

2.1.2 Product must not include any unauthorized marketing or promotional materials such as pamphlets, display materials, price tags and/or other non-Amazon stickers.

2.1.3 Product is classified as “heavy and bulky” if the weight of the box is more than 50 pounds / 22.7 kilograms, or if any of the carton dimensions are more than 108 inches / 274 centimeters, or the girth is greater than 165” / 419 cm. These products require ‘Ships in Own Container’ packaging certification and need to meet special handling requirements. See [\[Vendor Central -> Resource Centre -> Legal\]](#) for more details. These products must be approved for delivery before arriving at an Amazon FC.



## 2.2 Frustration Free Packaging (FFP) and Ships in Own Container (SIOC)

We strongly encourage you to consider FFP as you make inventory available for sale through the Amazon.com fulfillment channel. Because the Amazon.com storefront is digital, packaging need not have glossy, expensive, display features to compete for attention like you would on a physical shelf. For this reason, many of our vendors are realizing long term savings by eliminating wasteful packaging and often reduce the volume of the product packaging altogether.

Amazon will over-box all product unless that product is in a SIOC compliant package. We strongly encourage qualifying your product for SIOC. If you think your current product packaging is also sufficient for outbound shipment to customers, please speak with your retail contact about the process for qualification. In brief, SIOC containers must protect the products inside all the way to the end customer's door, and not have holes, rips, water damage, or crushed corners.

To learn more about FFP and SIOC, please visit the Vendor Central Resource Centre.

## 2.3 Individual Product Labeling

When you add product to our catalog, an ASIN code will be generated and linked to the external ID (EAN/IBSN/UPC/GTIN/ASIN) you provide. That barcoded external ID must be printed on each sellable unit in order for us to receive your product. The external ID should either be printed directly on the packaging or affixed via a label directly on the packaged product. If the product is missing a scannable external ID barcode when we attempt to receive the product, that product will be sidelined for prep and we will affix a label with the ASIN barcode displayed. Assigning the wrong external ID during new product setup in the Amazon.com catalog will cause us to mis-receive the product. Further, we will fail to quickly and correctly pay invoices if the external ID is not properly mapped.

The following short video describes our basic product labeling requirements: [Labeling Products](#)

Below are Amazon's product labeling requirements and recommendations:

- 2.3.1 Each listed product must have a unique external ID that is mapped to a single ASIN in Amazon's catalog. Product without a scannable barcode will be sidelined during receive at Amazon's FC to get a label.
- 2.3.2 In line with 2.3.1, variations of product with unique external IDs must be mapped to a single, unique ASIN. For example products with assorted colours/styles must have a unique external ID and tie to a unique ASIN.
- 2.3.3 Sellable product has only one single product identification number that is barcoded as well as printed numerically on an easily-visible and scannable part of the exterior of the product.
- 2.3.4 If you bundle two products together, these products must be packaged together with the scannable external ID present on that packaging.
- 2.3.5 Watch labels must be affixed or printed on the watch packaging, not the watch itself.
- 2.3.6 If your product has a shelf life, expiration, "use by date", or other designator that determines the limit of consumption or use of a product, ensure that:
  - the expiration date is explicitly mentioned on every product package.
  - all product arrives at an Amazon FC at least 90 days before that expiration.
  - the expiration dates(s) are sent to us electronically on the Advance Shipment Notice (ASN) for the shipment (*see section 6.2 for more details*).
  - multiples of the same product in the same carton have the same expiration date.
- 2.3.7 Do not affix faded, torn, smudged labels on your product.
- 2.3.8 Do not affix labels against a shiny or a very dull background that makes the label unscannable.
- 2.3.9 Do not wrap your label around corners or curves on the unit because this makes the label unscannable.
- 2.3.10 For cylindrical shaped units (i.e. pill bottles, beverage cans, etc.) barcodes must be placed vertically along the axis rather than horizontally around the cylinder to facilitate scanning.

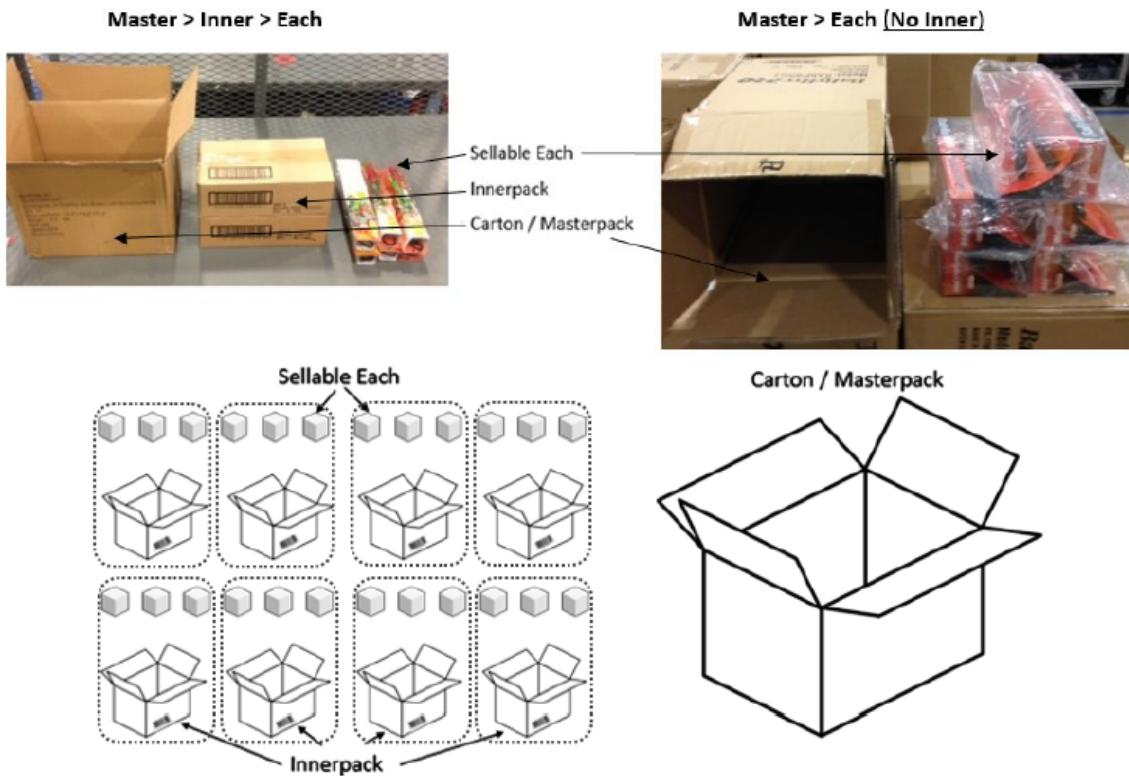


*\*\*This list is of requirements is subject to change. Vendors will be informed through Vendor Central of any edits to product packaging requirements as they become relevant\*\**

## 2.4 Labeling for Multi-packs (inners and masters)

Only single sellable units should have “scannable” barcodes (i.e.: a barcode that links to an ASIN in our catalog). If the same barcode is also present on the outside of the InnerPack and/or MasterPack, these must be covered over such that they cannot be scanned. If we are able to scan a barcode on a multi-pack that links to a single unit in our catalog, there is a chance we could receive the entire multi-pack as that single unit. Barcodes that do not link to a product in Amazon’s catalog (e.g.: vendor-specific markings, pick instructions/etc.) do NOT apply to this rule.

You may apply a scannable barcode (a barcode that links to an ASIN in our catalog) on the Inner or Master-pack ONLY if that inner/master is the single sellable unit.



- 2.4.1 InnerPacks containing multiple sellable units inside must not be transparent. Revealing the item barcodes on the individual sellables inside the inner pack may result in the being received as a single unit.
- 2.4.2 Make sure those items intended to be sold together as a single SKU (i.e. sets) are packaged and uniquely barcoded as a single unit. The product identification numbers of the units within the set should not be visible when the unit is packaged together. This ensures that your merchandise can be received, stocked, and sold properly.

## 3 Accepting and Confirming Purchase Orders



As our Australian operations continue to grow, we will start generating most POs automatically based on a replenishment model. These are usually generated on a weekly basis, but could be a different frequency based on business needs.

**We require that you confirm POs (either accepted or rejected) within 1 day of PO submission.** After the initial confirmation, **you can decrease your confirmed amount but cannot change a confirmed PO to a higher quantity than your initial confirmation**, as the remainder could have already been ordered from other vendors. Changes to your initial confirmations can be made up to two days after the order date or 14 days before the Delivery Date, whichever is later.

Please note that Amazon does not accept substitutions or replacement products. In addition, the FC listed on each PO is non-transferrable. Appointments/deliveries to the incorrect FC will be rejected.

### **3.1 Anatomy of a PO**

Amazon generates POs for a unique combination of a vendor code and destination FC. Please consider this when deciding how to structure vendor codes with your retail team, as creating many vendor codes could multiply the number of POs you receive each buying cycle.

#### **3.1.1 Delivery Windows**

Each PO has a Delivery Window, which defines the “on-time compliance” of the PO. This window is transmitted as part of the PO header either via EDI or in Vendor Central. Early deliveries are not possible for standard replenishment orders (type “LA”), as their delivery windows always start on the PO’s submission date. However, manual POs may have a delivery window starting weeks or even months in the future. “Staged buys” are a common scenario that would prompt a delayed delivery window. Please ensure you track each order against each PO’s specific delivery window to ensure compliance with Amazon’s fulfillment policies.

We determine “on-time compliance” using the delivery date requested in the Carrier Central system (we call this the *CRDD*, or *Carrier-Requested Delivery Date*). If Amazon pushes the delivery out, you are not responsible for that delay, as long as the requested date was within the delivery window.

#### **3.1.2 Backordering**

Backordering is currently disabled to ensure smoother operations at launch, and will likely be switched on for certain product categories sometime in the future.

Backordered units are exempt from the PO’s delivery window, as long as the Expected Delivery Date (EDD) for the backordered lines are updated when the lines are acknowledged as backordered. An EDD must be provided every time a backordered PO acknowledgement is submitted. When some or all of the backordered PO are fulfilled, do not change the original acknowledgement status.

If you are using a third party freight provider you must make sure that they can deliver within the delivery window assigned.

#### **3.1.3 Auto-Cancellation Policy**



Each PO is set to auto-cancel based on policies that can differ by GL. This information is currently not transmitted via EDI, so please check with your retail contact to ensure that you understand the policies that could apply to your POs. Delivering shipments after the PO's auto-cancel date will result in problems booking FC appointments, receiving your shipments at our FC's and applying the products to your invoices. This includes backordered PO lines, so please only Backorder if confident that you can fulfill the order before the PO auto-cancels.

### 3.2 Acknowledgement Options

POs can be received and confirmed/rejected in Vendor Central or via EDI, depending on your technical capability to exchange EDI messages with Amazon. The data will be updated in the same Amazon system no matter which method you choose. For example, you could receive a PO via EDI850 and confirm it via Vendor Central, or vice-versa.

Whether you confirm POs in Vendor Central or via EDI855, the principles of PO line acknowledgement are similar. EDI has many more options, which you can find in the technical specifications in [Vendor Central -> Resource Centre -> Technical] or in Appendix 8.3 of this document). All of these codes can all be mapped back to the following principles:

- **Accept**
  - Accepted: In stock – You will fulfill the confirmed quantity within the PO delivery window
  - Backordered [Not available in every product category, or at the launch of a new marketplace/country] – This option will require you to add an “Expected Delivery Date” to the line. Please ensure this date is within the PO's auto-cancelation policy.
    - Please do not change the PO status code from a B/O code to an accepted code when you ship B/O products. Simply fulfill these products when able using the original acknowledgement code.
- **Reject**
  - “Soft Reject” – These acknowledgement options should be used when you are temporarily out of stock, but would like for us to continue ordering the ASIN in the future.
  - “Hard Reject” – These acknowledgement options should be used when we should stop ordering the product. This should only be used when there is a problem with the ASIN in the catalog that requires fixing before fulfilling the order line, or there is some operational constraint that would prevent you from fulfilling the order line in the near future.

In general, **if fulfillment availability is unknown, it's best to reject the line item** so our systems do not make promises to customers based on those units.

Please note that our systems may not stop ordering an ASIN after a single “Hard Reject”, as we've found that false hard rejects can occur and we don't want to limit selection unless absolutely necessary. If you send us a “Hard Reject” acknowledgement 2 consecutive times at least 48 hours apart, we will stop ordering the ASIN completely. Toggling from hard reject to accept on a single line item breaks our trust of this data signal which can result in “pulsing” previously obsolete products.



### 3.2.1 Confirming a PO via Vendor Central

The screenshot shows the 'Purchase Orders' section of the Amazon Vendor Central interface. The 'Update PO Items' table is displayed, showing a single row with columns for PO, Vendor, Ship to location, Model Number, ASIN, SKU, Title, Availability, and Delivery window start. A dropdown menu is open over the 'Availability' column for the first row, showing options for 'Accepted' (with 'In stock' selected) and 'NO' (with 'Cancelled: Out of stock' selected). Other options in the 'Accepted' list include 'Backordered' and 'Backordered: External Confirmation'. The 'NO' list includes 'Cancelled: Not yet available', 'Cancelled: Invalid product information', 'Discontinued: Obsolete', and 'Cancelled: Temporarily suspend orders'.

The Vendor Central *Purchase Orders* screen is very simple to use. You will see a list of un-confirmed PO/ASIN lines, and can easily tell us your intent to fulfill that line via the “Availability” dropdown and the *Quantity* field. The subset of acknowledgement codes is displayed is based on country and business group. EDI has many more acknowledgement codes, which may not be available in your Vendor Central screen. If you confirm using one of these codes, the text “External Confirmation” is displayed.

See the previous section for details on the implications of each type of acknowledgement option. The most commonly-used options are:

- Accepted: In stock
- Backordered
- Cancelled: Out of stock (Soft Reject)

The remainder of the “Cancelled” / “Discontinued” options are Hard Reject codes.

### 3.2.2 Confirming a PO via EDI

There is a list of acknowledgement codes available in the EDI documentation in Vendor Central [Vendor Central -> Resource Centre -> Technical]. While these codes can all be mapped back to one of the major acknowledgement options described above (Accept/Backordered/Soft Reject/Hard Reject), the additional granularity in the EDI codes is very useful to us, and we encourage you to send the most applicable code that describes your fulfillment situation. Please ensure your systems do not confuse Soft and Hard reject, as this could cause major downstream problems.



## Best Practices for confirming POs via EDI

- We do not recommend auto-accepting orders received via EDI. If your workflow is set to initially auto-accept an order, followed by manual changes the order lines as a second step, our ordering systems will only ever hear your first “accept” signal and not stop ordering ASINs you later flag as a hard reject. If you cannot change your EDI setup to prevent this scenario from occurring, we recommend running a quarterly catalog scrub and sending retail a list of all ASINs you wish to be removed from your catalog offering.
- When accepting orders via Vendor Central you can only accept or reject at the line item level. When confirming your orders via EDI, you can accept a part of the line item and present a different acknowledgement code for the remaining units on that line item. For example, you could accept part of a line, and backorder the remainder.
- You can setup different workflows that read the PO type. Replenishment orders (LA) are the most common weekly order type. Other order types, including Demand Spike or Staged Buys (MU or IS) have a different ship window and may be better aligned in your system under a separate workflow. You can read this signal off the EDI PO output. Refer to the technical spec sheet in the resource center on Vendor Central [*Vendor Central -> Resource Centre -> Technical*] if you are not sure where to find this data signal.

## **4 Shipment Preparation - Carton Packaging and Labeling**

All product sent to Amazon must be contained in a six-sided carton with a single-use, carton-specific label accessible for scanning. In many cases, the product itself is a carton and does not require over-boxing, but the unique carton label is still required. One way to think about the difference between a carton label and a product label (EAN/UPC/etc.) is that a carton label gives us the information we need to accurately receive the item(s) inside a carton and apply them to the correct Purchase Order, while the product label (EAN/UPC/etc.) identifies the product once it's in our inventory so we can stow, pick, and ship it to the customer.

To avoid a common misstep we observe with new vendors, please pay special attention to the case pack section below. Shipping products with product's single unit barcode (EAN/UPC/etc.) on inner packs or on the outside of a carton with multiple units inside of it, could cause us to mis-receive your products which results in short payments on your invoices. Refer also to the new product setup material referenced and linked in section 1.1 of this document for more context on the case pack concept.

In brief, because Amazon sells more products than other retailers, our catalog can be much more complex. We could, for example, order the same product as a 1-pack single sellable ASIN, a 10-pack single sellable ASIN, or a 50-pack single sellable ASIN. It is critical that you include carton content labels to aid in distinguishing between different product bundle quantities in such scenarios.

### **4.1 Carton Packaging**

The following short videos describe our basic carton packaging requirements:

- [Acceptable Packaging Materials](#)
- [Packaging Case Pack Products](#)

- 4.1.1 Cartons must have minimum dimensions of 6 inches x 4 inches x 1 inch (15.2 cm x 10.1 cm x 2.5 cm)
- 4.1.2 Cartons must not exceed 25 in. / 63.5 cm. in length, width, or height, unless they contain sellable unit(s) that themselves measure more than 25 in. / 63.5 cm.



- 4.1.3 Cartons that contain more than one sellable unit must not weigh more than 50.0 lbs / 22.7 kg. For jewelry and watches, the maximum allowed weight of the carton is 40 pounds / 18.1 kg. Products should be grouped together to ensure minimum carton weight of 1 pound / 0.45 kg.
- 4.1.4 Where possible, pack cartons with products relating to only one PO. There is a limit of 5 POs per carton.
- 4.1.5 For cartons containing multiple, unique ASINs, we recommend applying a “Mixed SKU” warning sticker in a highly visible colour. Please do not mix product that requires prep or special handling with other products that do not require prep or special handling. Mixed prep and non-prep / special handling required cartons will require the entire carton to be sidelined for prep when only some of the products may require prep, delaying the receive of the non-prep / special handling products.
- 4.1.6 Poly or plastic bags cannot be used as cartons.
- 4.1.7 For product approved to ship with shrink wrap packaging, the shrink wrap must cover 100% of the products contained within, and must be strong enough to contain the products inside when picked up or sent down automated conveyance. Incomplete coverage of products by shrink wrapping can lead to damage during processing through the Amazon fulfillment network. The image on the left shows correct shrink wrapping, while the image on the right shows inadequate shrink wrapping:



- 4.1.8 Cartons and packing materials (e.g. dunnage, void fill) must sufficiently protect products in transit. Use large-sized dunnage, such as air pillows, full sheets of paper, sheet foam or bubble wrap. Do not use loose fill of any kind, such as Styrofoam peanuts or shredded paper.
- 4.1.9 Choose a carton size which ensures minimum empty space after products are placed inside it. Space utilization can also be maximized by packing multiple units in a single carton whenever possible (without damaging the products).
- 4.1.10 Cartons must not be bundled using bagging, elastic, tape or extra straps. Do not use large staple pins or nylon fiber based tapes as they are safety hazards to our FC associates.
- 4.1.11 Cartons containing single products (single ASIN) and cartons that are intended to be sold together (i.e. a set) weighing more than 30 kg have to be placed on a single pallet (one sellable unit on each pallet), and need to have warning labels attached as appropriate on 4 sides of the carton.
- 4.1.12 Cartons that are intended to be sold together (i.e. a set) weighing a total of 100.0 lbs / 45.4 kg or greater must be placed on a single pallet (one complete sellable unit on each pallet) or be clampable. All cartons that are part of the same set must be sent in the same shipment.
- 4.1.13 Do not ship products in pallet sized cartons (also known as gaylords or box pallets).
- 4.1.14 A single, sellable unit (e.g. furniture) weighing more than 30 kg should always be palletized. Warning labels must be attached as appropriate on 4 sides of the carton



## 4.2 Carton Labeling – General

**It is mandatory for vendors to affix a label to each carton which uniquely identifies the carton and complies with the standards listed throughout this section.** Amazon has a very diverse supplier base and catalog, and these labeling requirements allow our systems to accurately receive the correct products to the correct Purchase Orders. Failure to label correctly could lead to delays and receive defects, which can cause short-payments of your invoices.

**Truckload (TL) / Less-than-truckload (LTL) shipments** require a unique ID and label to be generated for each carton. There are two types of compliant identifiers/labels that can be understood by our systems: *Amazon Container Code (AMZNCC)* and *Serial Shipping Container Code (SSCC)*. They are identical in function but are generated differently based on the EDI capability of the vendor's warehouse systems.

- **AMZNCC** – This identifier/barcode is relevant for vendors utilizing Vendor Central to send us an Advance Shipment Notifications (ASN) – a virtual manifest of each carton in the shipment. Vendor Central exports a set of labels as a PDF file during the last step of the *Create Shipment* process. There is a 250 carton limit per shipment when using this function.
- **SSCC** – This identifier/barcode is relevant for vendors utilizing EDI856/DESADV to send ASN messages. These are printed by vendors' in-house barcode/warehouse software, and is an industry standard process and label specification. There is no limit to the number of labels printed per shipment.

**Parcel shipments** already have a unique identification number via the carrier's tracking number, so for compliantly-labeled parcels sent via a few of the largest parcel carriers in AU, you do not have to affix an additional SSCC/AMZNCC label as long as the following requirements are met:

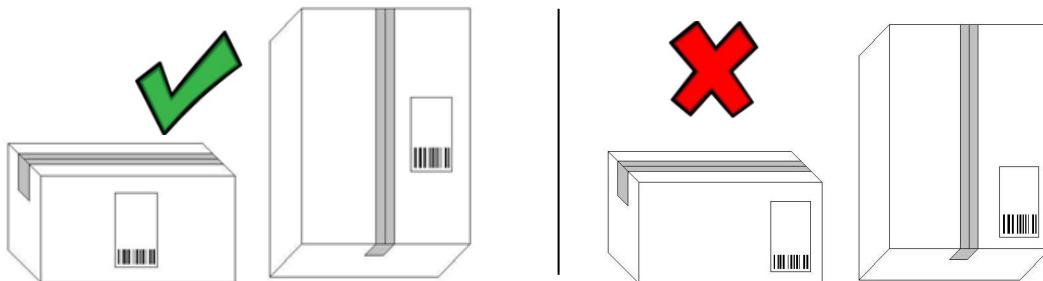
- A list of the applicable PO(s) for the products in the carton, both in text and barcode formats, must either be added to the parcel shipping label (*preferred*) or placed directly next to the parcel shipping label.
- Each carton's unique carrier tracking number must be accurately sent to us electronically in either the Vendor Central *Create Shipment* function or the *REF\*CN (X12) / RFF+CN (EDIFACT)* EDI message segment. When using the *Create Shipment* function enter the carrier supplied consignment number in the "Your Shipment Reference #" field below the carton identification number field.
- The following parcel carriers are currently supported for this scenario:
  - Australia Post
  - Fastway
  - Toll
  - UPS, FedEx, DHL

**Tip:** We've found that changing labeling processes between TL/LTL and Parcel shipments can cause defects in many vendor's warehouses, so if you commonly switch between the two, it may be useful to consistently affix SSCC/AMZNCC labels to every carton regardless of shipment type, then affix the parcel carrier shipping labels as applicable.

All of these label types are known as a "License Plate" (LP) in our receive process. The Parcel tracking number/SSCC/AMZNCC barcode is unique to a given carton, just like a license plate is unique to a car. The LP label identifies the contents inside by linking to that carton's ID in the shipment's ASN message (created either via Vendor Central's "Create Shipment" function or an EDI856/DESADV message). If this link works correctly during the receive process, we can "efficiently receive" each ASIN to its proper PO without any human intervention or guesswork. **Please see section 6.2 for details on sending an ASN message.**



- 4.2.1 It is imperative that the label generated for a specific carton is applied to that physical carton and that the ASN line for that carton's SSCC code contains the correct product/quantity/PO combination for the products physically inside the carton.
- 4.2.2 Print or affix a carton label on the exterior of every carton in an un-obscured and easily visible location, preferably on the side of the carton.
- 4.2.3 Do **NOT** place carton labels over a seam. Avoid placing labels near corners which may be crushed or collapsed while in transit. See diagrams below for recommended and NOT recommended ways of placing top and side shipping labels:



- 4.2.4 Carton labels are recommended to be 4"x 6"/10.2cm x 15.2cm (including barcode), but can vary with different size boxes as needed. The "quiet zone" or white space preceding and following each bar code is to be at least 0.25"/0.64cm wide.
- 4.2.5 Barcodes must always be printed in black ink on a white background. Color ink barcodes are not read by the scanners.
- 4.2.6 All bar coded information, except PO, on the carton label is to be encoded in accordance with GS1-128 symbology specifications. To support high-speed scanning, (20 mils) is required. For PO, Code39 or Code128 can be used.
- 4.2.7 All text must be printed in at least 12 point font.
- 4.2.8 For cartons or pallets that contain more than one kind of product, include "Mixed SKUs" instead of the product ID.
- 4.2.9 For products certified to SIOC, where the inbound carton is itself shipped out to the customer without additional over boxing, a scannable barcode identifying the product (UPC, EAN, GTIN, or ASIN) must be clearly printed in the empty space on the carton shipping label, close to the PO barcode. Alternately, this scannable product ID# can be applied as a separate label close to the carton shipping label.
- 4.2.10 No pricing information or the name of another retailer should appear anywhere on the label.
- 4.2.11 If the products shipped contain perishable products then explicitly mention the expiry date information in the master carton label. All units must arrive at an Amazon FC at least 90 days before expiration. See Vendor Central for more information [*Vendor Central -> Resource Centre -> Operations*].
- 4.2.12 If shipping Small Parcel, each individual carton should have its own shipping label and carrier tracking number. Do not bundle cartons together.

#### **4.3 Carton Labeling – AMZNCC (Amazon Vendor Central-generated)**

- 4.3.1 AMZNCC labels are for vendors without EDI capability who use Vendor Central to submit Advance Shipment Notifications. These vendors will be required to provide the detailed product level information within the Vendor Central Shipments workflow for every carton. This information will be linked to a unique number generated by

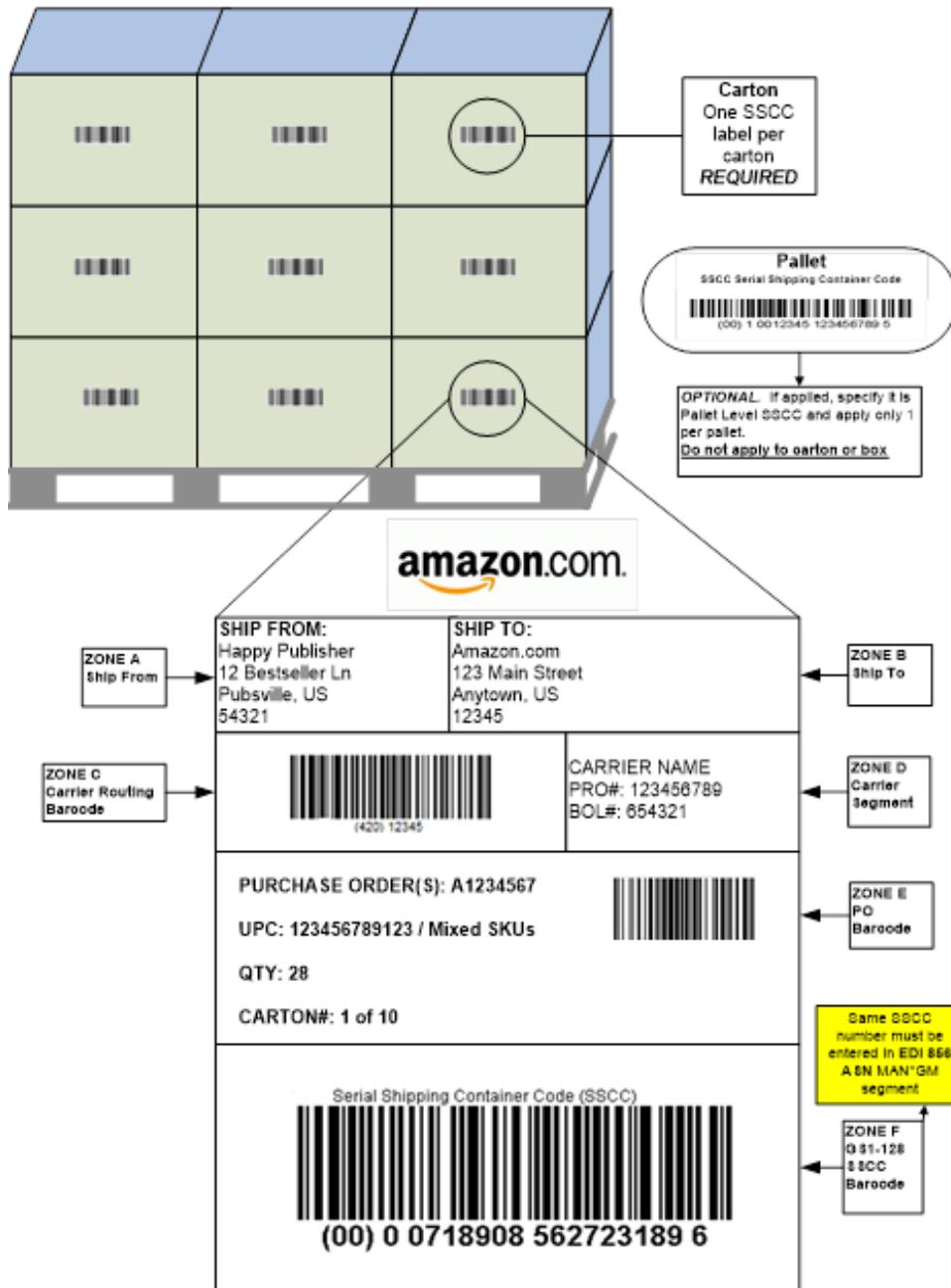


Amazon (AMZNCC) for every carton in the shipment, this label will be available for download in a PDF file similar to the example to the right. Vendors must affix this Amazon Container Code label on each corresponding carton. AMZNCC works exactly same way as SSCC in terms of our Efficient Receive (ER) capabilities.

Ship From: Happy Publisher 12 Best Publisher Pubsville, CA United States, 54321	Ship To: Amazon.com, IND1 123 Main Street AnyTown, OXON United States, 12345
	PO#: Code39
UPC : 012345678901	A1234567
Qty : 28	B7654321
Carton#: 5 of 10	B7654321
	B7654321
	C1234567
Amazon Container Code(Code128): AMZNCC01234567890123	



#### 4.4 Carton Labeling – SSCC (EDI Vendor-generated)



The image above is an example of a compliant SSCC label, generated by a vendor's warehouse management system. Zones A, B, E and F are mandatory, while zones C and D are strongly recommended.

#### Mandatory

- Zone A Ship From:** Your Company's Name and postal address with ZIP code
- Zone B Ship To:** Amazon FC code (e.g. MEL1) with postal address and postal code
- Zone E PO#(s):** List of all PO#s both in text & barcode format
- Carton#:** # \_\_\_\_\_ of total # \_\_\_\_\_



Product & Qty: UPC/EAN/ASIN of single-ASIN carton or "MIXED SKUs" for mixed-ASIN carton, and Qty

#### If Available

Zone C ASN (Small Parcel shipments only) ASN/Parcel service tracking number

Zone D BOL#: Bill of Lading (BOL) number for the shipment

Carrier: Carrier Name

- 4.4.1 Each carton label must have a unique Serial Shipping Container Code (SSCC) number purchased from GS1. Refer to <https://www.gs1au.org> for further information on GS1-128 standards and implementation.
- 4.4.2 Provide SSCC numbers at carton level hierarchy in EDI856 under *MAN\*GM (X12) / GIN+BJ* (EDIFACT) section.
- 4.4.3 Each SSCC label must contain the following: The words 'SSCC', the numeric SSCC (in case the barcode doesn't scan) and a scannable SSCC-18 barcode preceded by the two leading 00s as the application identifier (AI). Sample carton label for LP is shown in previous page in code 128A format.
- 4.4.4 Once assigned to a shipping container, an SSCC number must not be reused to identify another shipping container for a minimum of 12 months from the time it is shipped to Amazon.
- 4.4.5 The SSCC label must be placed away from the side, top edges of carton, and placed towards the center. The label must not be placed over a carton seam, or in a place where it might become obstructed by tape or another label, rendering it not scannable.

#### **4.5 Warning Labels on Cartons**

- 4.5.1 Warning labels affixed to cartons (in addition to carton labels) help to ensure accuracy and safety at our FCs. Warning labels must be impossible to miss. They should be large in a highly visible color and positioned in multiple, prominent locations on all applicable cartons. **Information about recommended warning labels and compliance with the ANSI Z535 standard can be found [here](#).**
- 4.5.2 Ensure warning labels are NOT covering carton or pallet labels. Affix the following warning labels, as appropriate, to each carton in your shipment:
- 4.5.3 **"Team Lift"** – Affix this warning label to every carton that weighs between 50.0 lbs/22.7 kg and 100.0 lbs/45.4 kg. Note that this is allowed only if the box contains a single sellable unit OR (b) Measures more than 25" on any side, and weighs more than 35.0 lbs/15.8 kg. This box size is allowed only if the carton contains one or more sellable units which themselves measure over 25".
- 4.5.4 **"Mechanical Lift"** – Affix this warning label to every carton that weighs 100.0 lbs/45.4 kg or greater. Note that this is allowed only if the carton contains a single sellable unit.

Sample of "Team Lift" warning label:



Sample of "Mechanical Lift" warning label:



- 4.5.5 **"Mixed SKUs"** – Affix this warning label to every carton and/or pallet that contains more than one type of sellable unit (i.e. more than one SKU). Do not mix products that require PREP or have special handling instructions with product that does not. Doing so reduces the speed of receipt and forces Associates to handle product in the manual environment vs. electronic receipt.
- 4.5.6 **"Sold as Set / Quantity 1"** – Affix this warning label to every sellable unit that contains multiple products intended to be sold together as a single SKU. For example: (1) special course materials or books for students (2) water bottle



and bottle brush combination (3) An inner pack to be sold as a single unit, that has a barcode linking to a corresponding multi-pack ASIN

- 4.5.7 **“Multi-box Product: Part X of X”** – Affix this warning label to any single product being shipped in more than one carton.
- 4.5.8 **“ORM-D”** – Affix this warning label to every carton that contains product that has been classified as hazardous.
- 4.5.9 **“Weights”** – Affix this warning label to every carton that contains exercise/fitness weights such as dumbbells, etc.

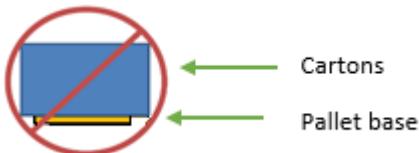
## 5 Shipment Preparation – Loading and Pallet Building

All LTL (Less than Truck Load) and TL (Truck Load) shipments should be palletized. All efforts should be made to build solid, flat top pallets that can be stacked for better truck utilization. Given that all inbound shipments our FCs are live-unloaded at this time, palletizing will reduce the chance of backlogs, and save time and money for your carriers. **Please ensure that double-stacked pallets are not shrink-wrapped together so that the top pallet cannot be downstacked. Shipment containing double-stacked pallets shrink-wrapped together will be rejected as un-safe loads.**

When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are easy to differentiate upon receipt. Especially if cartons for different products look identical, affix a **“Mixed SKU”** label to the pallet in a highly visible color. In addition, adding a similar **“Single SKU”** label on applicable pallets will ensure that we receive those pallets through an efficient receive process path, reducing time and defects in the receive process.

### 5.1 Pallet Building Requirements

- 5.1.1 Only use standard Australian pallets (1165×1165 mm) for domestic shipments. If you are importing pre-palletized goods from overseas directly into Amazon Fulfillment Centers, standard ISO pallets (1200×1000 mm) are acceptable.
- 5.1.2 Amazon will not guarantee any pallet returns. All requests for setting up pallet return schemes must be submitted to CHEP, our pallet service provider.
- 5.1.3 Pallets must be no taller than 1.8m.
- 5.1.4 Do not ship products in gaylords (pallet-sized cartons). Loaded pallets should have solid, flat tops that can be stacked for better truck utilization with the exception of TV pallets which should never be double stacked.
- 5.1.5 Do not ever use pallets that are broken or pallets with missing slats.
- 5.1.6 Only wooden pallets are acceptable. Cardboard and particle board are not acceptable.
- 5.1.7 Do not ship items on pallets that cannot be moved using a standard pallet jack.
- 5.1.8 Do not let cartons overhang the edges of pallets. If a single, large product has any overhang on a standard-sized pallet, use a pallet size and type that is suitable for the product with no overhang and 5" / 12.7 cm. maximum underhang on any one side.



- 5.1.9 When palletizing cartons for shipment, build pallets with the carton labels facing outwards to allow each barcode on the carton to be scanned without breaking down the pallet.
- 5.1.10 When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are easy to differentiate upon receipt. Especially if cartons for different products look identical, affix a **“Mixed SKU”** label to the pallet in a highly visible color. In addition, adding a similar **“Single SKU”** label on applicable pallets will ensure that we receive those pallets through an efficient receive process path, reducing time and defects in the receive process.



- 5.1.11 If there are multiple pallets for the same PO, all pallets of the same PO must be loaded together throughout the trailer, provided all overweight axle guidelines are met.
- 5.1.12 Stack cartons on pallets so that they are stable and flush on all sides, whenever possible. Brick stacking, with heaviest products on the bottom is recommended. When building TV pallets, Amazon recommends that the outermost TV screens are facing inwards in order to prevent clamp machines from touching the screen side of the TV and also to avoid damage during transit. TVs must be upright on a pallet during transportation, with the TV height positioned vertically..
- 5.1.13 Regardless of pallet height option, pallets may not exceed 1500.0 lbs / 680.4 kg in gross weight, present overhanging boxes, or otherwise violate pallet integrity checks. Pallets that break these compliance measures are subject to refusal at the dock.
- 5.1.14 Securely stretch-wrap cartons to pallets or secure larger products to pallets using non-metallic bands. Pallets secured with metallic bands may be refused due to safety concerns. Ensure that stretch-wrap completely affixes product to the pallet, so as to prevent shifting during transit and creates stable platform for pallet stacking in transit. The use of clear stretch-wrap (vs. black) is preferred. Use corner boards to help protect and maintain the stability of cartons in transit. Inventory should be loaded on the pallet in a stable way so when the stretch wrap is removed inventory will not easily fall over but remain stable on the pallet.
- 5.1.15 Arrange double stacked pallets so that both pallets are accessible by a forklift from the same side. Load bars, tension straps, air pillows, and/or diamond corrugate shims must be used to secure any double stacked pallet that may shift in transit or has a large void of space to the pallet's front, rear, or sides. Load bars or tension straps must also be used to secure the final pallets placed on a trailer in order to prevent freight from falling when doors are opened. Tension straps must not be hanging free and should be secured if not used. **Double stacked pallets must not be shrink-wrapped together.**

## 5.2 Pallet Labels

- 5.2.1 Every pallet must have a pallet label with the following information:

Pallet # \_\_\_\_ of \_\_\_\_  
SKU # (for single SKU) or "Mixed SKU" on label  
PO number(s) contained within pallet  
Bill of Lading (BOL) number (*not required but recommended*)

- 5.2.2 Pallet labels must be placed squarely (not on an angle) on two sides of the pallet on the fork lift entry sides. The pallet labels must be placed on the outside of the plastic wrap.
- 5.2.3 For single ASIN pallets, you can affix a single SSCC labels at the pallet level. In these cases, add the text "Pallet SSCC" to the label. Use only one Pallet SSCC barcode for each pallet. It must be distinguishable from other labels on the cartons. Each carton must still have individual SSCC barcodes. Note that in order for a pallet-level SSCC label to be compliant, you must be using EDI856 and the message must be use the correct SOTPI hierarchy.



SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, US 54321	SHIP TO: Amazon.com 123 Main Street Anytown, US 12345
Carrier: ABF Bill of Lading: 4007775 PRO: 012567201 ARN: 473486701	PO(s):  A1234567
Pallet 1 of 5 Cartons on pallet: 15	SINGLE ASIN SKU: 123456789123
Pallet SSCC:   (00)012345678101112131	

Pallet Label for single-ASIN pallets

### 5.3 Pallet Pooling

Amazon does not guarantee pallet returns. We accept AU standard wooden pallets for domestic shipments and ISO standard wooden pallets for import shipments. We have CHEP and LOSCAM accounts that you can transfer pallets to per your agreement with those companies (effective date for transfers is 30 Days from date of delivery) but the entire process is hands-off for Amazon. We do not confirm any pallet transfers via e-mail/phone/etc. or exchange pallets on-site. If you send us non-pooled wooden pallets, we will accept the freight, but will not return the pallets.

FC	CHEP	LOSCAM
<b>BWU1</b>	4000367411	211170
<b>MEL1</b>	4000345145	323303
<b>PER2</b>	4000440069	630616
<b>XAU1</b>	4000504220	304587
<b>XAU2</b>	4000503787	216789

We require all suppliers to apply equipment management best practices when using a pooled supplier:

- Raise all transfers electronically in myCHEP or other systems
- The movement date and effective date should be the day it arrives at the Amazon Fulfilment Center (global rules will apply the transfer rule)
- Please ensure that the Amazon Purchase Order Number is quoted as the primary reference
- There is a transfer docket provided per load
- Any discrepancies are raised with the pooled supplier within 3 months of delivery



## 5.4 Loading Shipments

Palletize all shipments as much as possible to ensure earlier delivery appointments. Trailers loaded without the use of pallets are referred to as being 'Floor Loaded'. Floor-loaded shipments requiring extensive handling may be refused for safety reasons (i.e. boxes greater than 50 lbs / 22.7 kg or TVs of any size). By definition, Amazon considers floor loading to be loose, stacked cartons, which are under 50 lbs / 22.7 kg in weight that will be unloaded by hand. Any additional charges assessed would vary based on the extra labor required which can vary significantly from shipment to shipment.

All shipments must be properly secured using load bars/straps.

### Floor-Loading

- 5.4.1 Stack cartons into columns in an alternating pattern to provide stability (T-Stacked). Cartons must not be bundled together with any kind of straps, zip ties, tape, etc.
- 5.4.2 Only floor-load freight into containers that are at least 96"/ 2.5m tall.
- 5.4.3 When loading the trailer, maintain stability between cartons stacks and container walls. Cartons must never be forced into a trailer into spaces that are smaller than the box size to prevent difficulty during the unload process.
- 5.4.4 Use spacers between stacks to prevent them from shifting during transit. All shipments must be properly secured using load bars/straps. It is the shipper's and the carrier's responsibility to ensure that shipments are loaded into a trailer in a balanced manner that prevents the load from shifting during transit or unloading.

### Trailer/Shipment Safety

- 5.4.5 Due to safety concerns, the use of trailers with uneven or corrugated floors such as those in refrigerated trailers are discouraged but are acceptable for use. In the event that product must be shipped in a climate controlled trailer, product is preferred to be palletized. Non-palletized (floor loaded) product that arrives to Amazon FCs on a trailer with uneven or corrugated floors will be refused.
- 5.4.6 A trailer, shipment or portion of a shipment is subject to refusal at the FC if FC associates are unable to safely unload product from the trailer or to verify the contents of a shipment. Common reasons for freight refusals include, but are not limited to:
  - Pallets shifting in transits.
  - Pallets/product stacked in a manner that prevents the FC from safely unloading the product.
  - Over-sized, floor loaded product that exceeds 50 lbs / 22.7 kg ~~and cannot be unloaded by a clamp.~~
- 5.4.7 Under all circumstances, shipments must be loaded in a manner that is balanced and that prevents the load from shifting.

## 6 Delivery Scheduling and Shipment Execution

There are two steps required to ship freight to an Amazon FC. These can happen in either order, but please ensure you read the detailed sections for both, as incorrect data can hinder our ability to accurately receive your products and apply them against your invoices.

- Send an Advance Shipment Notification (ASN) message with details of all the products you are shipping, **as soon as it leaves your dock**
- Request a delivery appointment (Amazon will **not** allow trucks access through the fulfillment centre's security gate without a confirmed appointment for that specific shipment.)



Please note that these steps are at the individual **Shipment/Truck** level, not the PO level. This means if your shipment is going to be spread across two trucks, each truck must have a separate ASN to say the shipment is enroute, and a separate appointment request (via Carrier Central) for a dock door appointment for that trailer.

Amazon now has multiple FCs in Australia. Please see the carrier-facing inbound manual at: <https://bit.ly/2xJA0kW> for addresses and other details about these buildings.

## 6.1 Creating a Compliant Bill of Lading (BOL)

An accurate and complete Bill of Lading is essential to ensuring that the carrier has all the information they need to book a compliant delivery appointment at our FC. If the required information is incorrect or incomplete, it increases the risk of us not receiving your products against the correct POs.

**6.1.1 Information must be printed, NOT handwritten:** BOL's missing the required information will need to be corrected and reprinted at time of pickup:

Vendor Name	Amazon FC Name (e.g.: MEL1)
Street Address	Street Address
City, Province and Post Code	City, Province and Post Code
DC Contact Name and Phone	

**6.1.2** When shipping multiple Amazon-bound orders from the same pick up location to the same Amazon FC on the same day, consolidate into a single shipment and prepare a single BOL document.

**6.1.3** Include the BOL number on the carton and pallet label(s), allowing for quick freight verification upon delivery.

**6.1.4** Vendors are responsible for ensuring that pallet and carton count quantities listed on the BOL are correct. Shortages discovered upon delivery may result in the filing of a freight claim.

**6.1.5** Ensure that exactly the same items (same EAN/UPC/ASIN/ISBN barcode) are being shipped in the same quantities that were ordered and confirmed. Verify that the unit of measure (individual vs. case, for example) being shipped is consistent with the PO. Shipping more units than you actually confirmed, can lead to receive and invoicing challenges, resulting in short payments.

**6.1.6** For full truckload shipments, BOL should include the trailer and seal number. All seals must be ISO 17712 compliant and meet the following criteria:

- Strong and durable against weather, chemical action, and undetectable tampering.
- Permanently and uniquely marked / numbered, and marked with an easily identifiable manufacturer's logo.
- All truckload shipments, high-value shipments (>\$300,000 AUD) and shipments traveling more than 250 miles / 400km from origin to destination must receive a high-security bolt seal, with seal number notated on BOL.
- "Shipper Load and Count" or "SLC" printed on BOL when trailer is loaded and sealed without driver being given the opportunity to count or inspect freight



6.1.7 A BOL must reference ALL Purchase Orders that are included in a shipment.

*Example of a partial BOL with all of the shipment's PO's listed:*

CUSTOMER ORDER INFORMATION				
Purchase Order (PO)	Carton Count	Weight	Palletized Shipment	Additional Shipper Information
K1478529	1	10	<input checked="" type="radio"/> Yes <input type="radio"/> No	
X3692581	4	20	<input checked="" type="radio"/> Yes <input type="radio"/> No	
N7894561	2	15	<input checked="" type="radio"/> Yes <input type="radio"/> No	
			<input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Grand Total</b>	<b>7</b>	<b>45</b>		

All of this data should ideally be shared with the carrier electronically, so as to not mix up common characters such as zeroes and O's, ones and I's, etc. Please note that the BOL information must be made available to the carrier in order for carrier to arrange a delivery appointment at the FC.

## 6.2 Sending an Advance Shipment Notification (ASN)

An ASN is a virtual representation of a shipment to an Amazon FC, complete with carton and item-level detail. It not only tells us which carrier/truck the load is en route to us on, but it describes the ASIN/Quantity of each carton in that load. ASNs are at the **Shipment level**, not the PO level (a PO-level ASN is common in some ERP/warehouse software packages, which will not work correctly with our systems). A shipment can contain goods belonging to multiple POs.

You can submit an ASN through EDI856/DESADV or via Vendor Central's *Create Shipment* function. Using Vendor Central, the *Create Shipment* function will prompt you to enter the relevant data and print AMZNCC labels for each carton. The EDI process requires vendors to print compliant SSCC carton labels using their internal systems. See the *Carton Labeling* section of this document for details on these labels.



### Important ASN Tips:

- An ASN should be sent via either Vendor Central or EDI **as quickly as possible (no more than 30 minutes after the carrier leaves your dock)**. If your warehouse is within close proximity to our FC or if you send your ASN too late, there is a chance the truck could arrive before the ASN message, which limits our ability to accurately receive your products.
- Please note that for all shipments which request an appointment been booked in advance, it's very important that ***the ASN and the Carrier Central appointment request both have the same BOL number (this is referred to as "Your Shipment Reference #" in Vendor Central and you can also send it via EDI). This match ensures that the ASN data is available for carrier at the time of appointment booking, and for the FC at the time of receipt.***

Enter shipment details

Ship to location: MEL1,MELBOURNE,VIC,AU

Ship date\*: 30/5/2019

Estimated delivery date\*: 31/5/2019

Shipment type\*: TL/LTL

Total number of packages\*: 1

Number of stacked pallets\*: 0

Carrier SCAC\*:

Carrier tracking number:

Your shipment reference #:  Enter BOL here

- For Small Parcel shipments, please ensure the shipment's "master tracking number" is not sent at the carton level; rather the tracking numbers for each individual carton.
- If you are using EDI, we recommend that you send the EDI856/DESADV messages in real-time as opposed to sending in batches. If your system requires that you batch transmissions, we recommend that the transmission frequency be as short as possible. This gives the message the best chance at being consumed by our systems in-time to use it to receive your freight.
- An Amazon sellable unit can be either an "each" (for example, a single unit) or a "pack" of units. An Amazon PO will be based on the sellable unit and it is crucial that the unit of measure on the PO needs to be the same as the unit of measure in the ASN (so if we order 3 "five-packs" the ASN should say '3' not '15', if we order 15 "singles" the ASN should say 15)

Your ASN needs to reflect what you actually shipped to Amazon. So if we ordered 100 units on the PO but you confirmed only 80 you should ship Amazon only 80 and put 80 units in the ASN. If you happen to have 100 units you should still send us 80 as that is what you confirmed.

#### **6.2.1 Sending an ASN via EDI856/DESADV message**

Please see the *Technical* section of the *Resource Centre* in Vendor Central for detailed message specifications. There is a detailed "Self-Service Setup Overview" PDF that explains the entire process and guides you to the appropriate sections of Vendor Central to setup the service. Vendor Central also has several testing scenarios that can be utilized when making changes to your EDI/warehouse systems.



EDI856 uses the standard *SOTPI* structure (Shipment/Order/Tare/Pack/Item). At this stage in Australian operations, we are not accepting pallet-level SSCC's, so the "Tare" portion will not alter the way our systems process your messages.

Please pay special attention to the *MAN\*GM* (X12) / *G/N+B1* (EDIFACT) segment that uniquely identifies each carton in the shipment. It's important that each unique carton's contents are physically labeled/packed and virtually transmitted accurately, so we know how many of which ASINs are in each carton and to which POs they are meant to be applied.

For parcel shipments only, please ensure the *REF\*CN* (X12) / *RFF+CN* (EDIFACT) segment that lists the parcel carrier's tracking number. Accurate use of this segment will prevent the need for additional labeling outside a parcel shipping label with the carton's PO list (text and barcoded) on it.

See the *Carton Labeling* section of this document for more details on SSCC/AMZNCC labels.

Functional example of ASN detail (*not to be used for any technical design/implementation purposes*):

PO	ASIN	Quantity	Carton SSCC/AMZNCC ID
ABC123DE	B00ABC1234	5	000123456789012345
ABC123DE	B00ABC1234	5	000123456789012346
ABC123DE	B00ABC1234	5	000123456789012347
ABC123DE	B00DEF5678	1	000123456789012348
ED321CBA	B00ABC1234	5	000123456789012349
ED321CBA	B00DEF5678	1	000123456789012350
ED321CBA	B00DEF5678	1	000123456789012351

***It's crucial that you are entering this information accurately, as it impacts our ability to accurately receive your products.***

### 6.3 Requesting a Delivery Appointment via Carrier Central

While both vendors and carriers can get access to Carrier Central, we recommend that the people running the trucks manage the appointments. All truckload (TL) / Less than Truckload (LTL) deliveries to an Amazon FC require a confirmed appointment, requested via the Carrier Central website. We might reject your appointment if you are delivering an over-15-parcel-limit loose parcel freight without a confirmed appointment. Please see the Carrier Central manual below for details. A detailed carrier-facing manual for Carrier Central can be found at the following link: <https://bit.ly/2xJA0kW> Please ensure your carriers visit this link to create an account for booking and delivery compliance.

Before your request booking the appointment, please make sure you have your carrier SCAC code (Standard Carrier Alpha Code) and this freight's BOL (Bill of Landing) which was filled into ASN (Advanced Shipment Notification) to Amazon (See **6.2 ASN** for more details). Below are key 3 steps for a compliance single BOL appointment or multiple BOLs appointment (Only step 1 are different).

**Single BOLs** – Each unique shipment/truck should have a unique **BOL (Bill of Lading)** number generated by the Amazon Vendor/Seller. This should be what they filling as 'Your shipment Reference ID' in vendor central. Please filling the BOL



number first and click 'Auto Populate' at the right button (step 1). Pallet Count/Carton Count/Unit Count/PO Lists should be automatically filled as second picture (step 2). You can still override if it different with what carrier handover to you.

#### Step 1 - Single BOL

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="750457"/>	<input type="text"/>	<input type="button" value="Delete"/>				
<input type="button" value="+"/>									

Use this [template](#) for bulk upload in CSV

#### Step 2 - Single BOL Request Appointment

After click 'Auto Populate', you should be able to get correct Pallet Count/Carton Count/Unit Count/PO Lists.

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="750457"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="15"/>	<input type="text" value="1GLKTG8J"/>	<input type="button" value="Delete"/>
<input type="button" value="+"/>									

Use this [template](#) for bulk upload in CSV

Appointment auto populated successfully. X

#### Step 3 – Appointment Created Successfully

Add Vendor Name, and then Click 'Request Appointment'.

Appointment created successfully. You can view and edit your appointment [here](#) X

**Multiple BOLs** - If you are delivery items from multiple vendors or any other reasons you would like to deliver multiple BOLs on the same time slot, please follow below procedure to add all of them. The only difference with Single BOL is step 1, and we have two ways to accomplish it. Option 1, paste BOL List into row 1 and use ',' as separator, or you can choose click into '+' at the left to add a new row. And then click 'Auto Populate', you should able to see the successful message. See below pictures for details.

#### Step 1 - Option 1 - Multiple BOLs



	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1			1338793,750245		2	27	199	GLKTG8J,1G345	
Use this <a href="#">template</a> for bulk upload in CSV <input type="button" value="Upload"/>									
<div style="border: 1px solid green; padding: 5px;">  Appointment auto populated successfully.           <span style="float: right;"></span> </div>									
<input type="button" value="Clear"/> <input type="button" value="Replace FBA IDs"/> <input style="background-color: #0072BC; color: white; border: 1px solid #0072BC; border-radius: 5px; padding: 2px 10px;" type="button" value="Auto Populate"/> <input type="button" value="Request Appointment"/>									

Option 2 for Multiple BOLs, you can download the template from left bottom, and it will return you csv file with below content. Please paste BOLs into 'BOL List' Column. And 'Upload' again, it will add a new row based on what you submitted from portal. It will not override what is in current appointment page.

ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *
		Eg: XG123456					

You should be able to see below page after you uploading. Then click 'Auto Populate', you would get Pallet Count/Carton Count/Unit Count/PO Lists like row 1.

#### Option 2 - Multiple BOLs

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1			1338793,7502457		2	27	199	GLKTG8J,1G345	
2			596711						
3			32853						
4			5XGZ00026659,;						
Use this <a href="#">template</a> for bulk upload in CSV <input type="button" value="Upload"/>									
<div style="border: 1px solid green; padding: 5px;">  Appointment auto populated successfully.           <span style="float: right;"></span> </div>									
<input type="button" value="Clear"/> <input type="button" value="Replace FBA IDs"/> <input style="background-color: #0072BC; color: white; border: 1px solid #0072BC; border-radius: 5px; padding: 2px 10px;" type="button" value="Auto Populate"/> <input type="button" value="Request Appointment"/>									

**Confirmed Appointment** - Once you finished above booking appointment, you should get an *Inbound Shipment Appointment* (ISA) number immediately in Carrier Central Portal with condition '**Pending Schedule**', after Amazon confirmed your appointment, you will receive a confirmation e-mail with Actual Appointment Delivery Date and the



appointment are moving to 'Arrival Scheduled' status. The Actual Appointment Delivery Date might different with your CRDD. We may push appointments out due to capacity constraints or other operational conditions, so **please double-check the actual appointment date and time on the confirmation e-mail or in portal**. Please request an appointment as early as possible via Carrier Central to secure your preferred appointment date/time.

Appointment Information	
Appointment ID	44091890
Appointment Reference Code	MEL1-8F-XZZ1L
Destination FC	MEL1
Status	<b>Not Yet Confirmed</b> <span style="border: 2px solid red; padding: 2px;">Pending Schedule</span>
Freight Type	Truck Load <span style="border: 1px solid #ccc; padding: 2px;">▼</span>

**Appointment Edit and Cancelling** - If you are simply changing the requested delivery date/time or shipment details (BOL, PO List, etc.), please **edit** the existing request. Cancelling an appointment completely removes that record from our dock management tools. If you cancel an appointment, that reservation is lost and you will be required to re-enter the queue for the next available appointment.

## 7 Exchanging Data with Amazon via EDI

While not required to receive and fulfill Amazon orders, Electronic Data Interchange (EDI) is very useful for large businesses who have automated systems in-place to handle order acceptance/confirmation and shipment notifications. Without EDI, each order line will have to be manually entered into your systems, and confirmed/marked as shipped in Vendor Central. Using EDI reduces the amount of effort required to handle these back office functions, and can also reduce defects.

We support the following EDI document types:

### Major Transactions:

- 850 / ORDERS - PO submission from Amazon to Vendor
- 855 / ORDRSP – PO Confirmation from Vendor to Amazon
- 856 / DESADV - Advance Shipment Notice from Vendor to Amazon
- 810 / INVOIC - Invoice from Vendor to Amazon
- 846 / INVRPT - Inventory Feed from Vendor to Amazon (*Although you should send us the actual number of units available, our procurement systems currently treat this feed as binary – "Yes, we have inventory for this product", or "No, we do not have inventory for this product". We plan on improving this logic in the future, to use the actual quantity available for ordering.*)

### Other Transactions:

- 820 / REMADV – Remittance Advice from Amazon to Vendor
- 860 / ORDCHG - PO Change Information from Amazon to Vendor
- 865 / ORDRSP - PO Change Acknowledgement Information from Vendor to Amazon



- 830 / DELFOR - Sales Forecast report from Amazon to Vendor
- 852 / SLSRPT - Point of Sale reports from Amazon to Vendor

Please note that like most Amazon processes, EDI setup, configuration, and testing is done under a self-service model. You will need your own EDI experts who know the various specifications and technologies involved. You can find the instructions for EDI setup and testing, as well as the detailed specifications for the various documents in Vendor Central [*Vendor Central -> Resource Centre -> Technical*]



## 8 Focus Areas for Amazon Compliance/Metrics

Please make sure you are compliance regarding all above mentioned PO confirmation, packing, labeling, sending correct ASN information, request appointment, pallet management.

## 9 Appendix

### 9.1 Label Printing Requirements

- 9.1.1 Use a thermal transfer or laser printer. Do not use inkjet printers. Inkjet printers are more susceptible to smearing and blurry images making the labels difficult to read or scan.
- 9.1.2 Each label must be readable and scannable for 24 months. This means that the label must not smudge or fade for at least two years. To ensure that your labels last a long time, use the proper print media for your printer. For example, use laser paper and laser toner with a laser printer.
- 9.1.3 Most labeling errors are caused by dirty printer heads. We recommend testing, cleaning, or replacing printer heads on a regular basis.
- 9.1.4 Amazon highly recommends periodically testing the scannability of the barcodes. Use a tethered scanner to ensure each barcode scans properly.
- 9.1.5 Amazon reserves the right to dispose of or liquidate mislabeled units if the owner is unknown or re-label a product at the vendor's expense (when ownership is known).
- 9.1.6 When you print your labels, make sure print settings do not scale the image or make it smaller to fit within the printable area.
- 9.1.7 By default, many printers will try to scale PDF files to fit within the printable margins. Some printers might refer to this as 'size to fit' or 'print to fit'. This will cause the labels to be misaligned when printed. Depending on your printer and the software you are using, you should be able to set the scaling to 'none' or 100%.
- 9.1.8 If you are unable to locate printer settings and the labels are misaligning, we recommend contacting the printer manufacturer's technical support department or seeking support locally for additional assistance.



## 9.2 Amazon Acronyms and Glossary of Terms

Advanced Shipment Notification (ASN)	The ASN or <i>Advance Shipment Notification</i> communicates the shipment contents and carrier tracking information to Amazon. It is an electronic notification of a shipment en route and a virtual packing list that describes which ASINs and quantities in each carton within a shipment. See section 6.2 for more information.
Amazon Container Code (AMZNCC)	The Amazon-specific equivalent of an SSCC code (see <i>Serial Shipping Container Code (SSCC)</i> in the glossary if you are unfamiliar with the term). These are created as part of the carton label generation process when creating a shipment via Vendor Central. If you use EDI856/DESADV to send ASN messages, AMZNCC will not apply to you.
Amazon Standard Item Number (ASIN)	A unique identifier for each product in the Amazon retail catalogue
Bill of Lading (BOL)	A document issued by the shipper and accepted as a contract by the carrier, which lists the contents of a given shipment and provides delivery guidance. The BOL number is used in our ASN and Carrier Central appointment request processes to track a shipment from a vendor's warehouse to a delivery appointment at our FC. <b>Most carrier companies will refer to this as the Consignment Number and it needs to be entered into the "Your Shipment Reference #" field in the <i>Shipment Details</i> screen.</b>
Carton	A shipping carton that holds one or many products. Within a carton, there could be many master packs -> Inner packs -> sellable units.
Each Receive	A process where individual sellable units within a carton are received one-by-one at an Amazon FC, as opposed all units within a carton being Efficiently Received with a single scan of the carton
Efficient Receive (ER)	Receiving products in the form of pallets or cartons that 1) have a scannable label (SSCC or AMZNCC) 2) have an ASN that contained corresponding label information and were received prior to the shipment arriving at the Amazon FC and 3) have products and packaging that comply with the Amazon requirements outlined in section 2 of this document.
Electronic Data Interchange (EDI)	A method of transmitting data in formatted messages electronically between Amazon, vendors, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU). EDI setup is a self-service activity. Please visit [Vendor Central Resource Centre -> Technical] for details.
European Article Number (EAN)	A 13-digit internationally-recognized product identifier representing a unique product.
External ID	Any type of External Identifier on a product such as an EAN / ISBN / UPC / GTIN / ASIN
Frustration Free Packaging (FFP)	The gold standard of Amazon's packaging certification program. Packaging that is designed with our customers and the environment in mind. FFP certified packaging is capable of shipping in its own container in minimized, fully recyclable and easy-to-open packaging. This ensures the most optimal experience for our customers. For examples of Frustration-Free Packaging, please visit the FFP Design Library in [Vendor Central -> Resource Centre].
Fulfillment Centre (FC)	Amazon facilities, designed to hold goods and ship product directly to our customers.
Girth	A measurement reference equal to the length + twice the width + twice the height where the length is the longest side of the carton



GTIN	ISBN, UPC, UPC-E, EAN, and JAN codes are collectively called Global Trade Item Numbers (GTIN), though they can be expressed in different kinds of barcodes of different lengths. Multi-packs are sometimes labeled with a 14-digit GTIN to describe a unique combination of a product and a quantity.
License Plate (LP) receive	A type of receive that utilizes electronic information provided by the vendor (via an EDI 856 ASN transmission or Vendor Central shipment), in conjunction with industry-standard GS1-128 SSCC labeling on each carton. Amazon provides an alternate solution for non-EDI-capable vendors through use of AMZNCC. The products are “Efficiently Received” by scanning a SSCC or AMZNCC barcode on the outside of a carton, eliminating the need to scan each product. LP receive is an industry practice and widely adopted by many retailers.
ORM-D	Marking for consumer commodities in the United States that identifies other regulated materials for domestic transport only. Packages bearing this mark contain hazardous material in a limited quantity that presents a limited hazard during transportation, due to its form, quantity, and packaging.
Pallet	Movable platform used to stack cases or boxes to facilitate handling.
Prep	Any activity that needs to be performed to ensure product can be safely transported to customers at a parcel shipment level. We require vendors to deliver product fully prepped items for products which fall into certain categories. When product is delivered without the necessary prep performed, Amazon will sideline that product to perform the necessary prep before receiving the product. Please see section 2.1 of this document for details.
Prep Free Packaging (PFP)	After FFP and SIOC, this is our third tier of certification. Designed for items that are not capable of shipping in their own container (i.e. liquid product that is not six sided) requiring an Amazon applied overbox. A certified PFP package is designed to ship effectively without the need for Amazon to apply additional prep to prevent damage or leakage.
Product / Item / Unit	Often used interchangeably; however, for clarity, our systems typically use the word <b>item</b> to mean one <b>unit</b> of inventory for a given <b>product</b> (an ASIN).
Serial Shipping Container Code (SSCC)	An 18-digit number used to identify an individual carton/logistics unit. The number is always accompanied by 2 leading zeros, bringing the total digits on a carton label to 20. Each SSCC must be unique for a period of at least 1 year. We use this number in barcoded form to link a physical carton to the virtual carton-level data provided in your ASN.
Ships in own Container (SIOC)	After FFP, this is our second tier of certification that minimizes waste through ensuring that packaging is designed to ship without the need for an Amazon over box. Some products require additional protection using non-recyclable packaging materials such as foams to ensure minimal damage during shipment.
Stock Keeping Unit (SKU)	A merchant specific identifier for a purchasable good.
Universal Product Code (UPC)	A standard type of barcode widely used in North America for tracking trade products.
Vendor	A company from whom Amazon purchases goods.

### 9.3 EDI PO Acknowledgement Codes

This list is not exhaustive. Please see *[Vendor Central -> Resource Centre -> Technical]* for details on our EDI requirements.



Vendor Central Acknowledgement	Matched EDI Code	Sourcing Interpretation
"Accepted: In Stock"	AC	Accept
"Backordered"	IB	Accept
"Backordered: Not yet available"	BA	Accept
"Backordered: Not yet published"	BX	Accept
"Backordered: To be reprinted"	BR	Accept
"Cancelled: Permanently out of stock"	CK	Hard Reject
"Cancelled: Considering reprint"	KC	Hard Reject
"Cancelled: Never Published"	CX	Hard Reject
"Cancelled: No Geographic Rights"	CG	Hard Reject
"Cancelled: Not our publication"	CB	Hard Reject
"Cancelled: Out of print"	OP	Hard Reject
"Cancelled: Temporarily Suspend Orders"	R3	Hard Reject
"Discontinued: Obsolete"	CP	Hard Reject
"Cancelled: Does not meet minimum"	CQ	Soft Reject
"Cancelled: Not yet available"	CA	Soft Reject
"Cancelled: Out of Stock"	OS	Soft Reject
"Cancelled: Temporarily out of stock"	IR	Soft Reject
"Cancelled: Invalid Product Information"	R2	Soft Reject



## 10 Frequently Asked Questions (FAQ)

### Vendor Central

1. **How do I add additional users to Vendor Central?** See your company's Vendor Central or website account administrator. The account administrator must send an invitation to the new user for login creation.
2. **Why are user associations and member permissions to Vendor Central important?** Keeping your member permissions up to date will ensure that you/your company are always able to access and manage your business through the Vendor Central website. Also, managing your contacts list will make sure all Amazon communications reach the appropriate owners in your company.
3. **Where can I download the latest version of this manual?** Use this link to download the latest version: <https://bit.ly/2uYRntb>.

### Labelling

1. **How do I obtain SSCC information?** You can follow the information below to learn more about SSCC information and how to implement: <https://www.gs1au.org>
2. **I am a non-EDI vendor, will you be able to efficiently receive my cartons?** Yes, but first, we strongly advise you to make plans to implement EDI for transactions in future. Until then, you can create a shipment through Vendor Central and print/apply AMZNCC labels generated by that tool.
3. **I want to use EDI 856 (sending ASN) but cannot print my own SSCC barcodes. How can I be comply with your labelling requirements?** If you use EDI 856 you must print your own SSCC labels. Alternatively, you can use the *Create Shipment* function in Vendor Central instead of sending EDI 856. This function will automatically create AMZNCC carton labels for you.

### Packaging and Shipping

1. **Can multiple ASINs or multiple POs be sent in one carton?** Yes. Mixed ASINs and mixed POs (maximum 5 POs) are allowed in the same carton, and they must all tie to the unique SSCC assigned for that carton (and listed in the ASN).